

Analysis of Service Quality of Population Administration, Case Studies of Population Administration at the Tanah Abang Subdistrict, Central Jakarta

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Abstract—Activities in the office of the administration of the population desperately needed for the creation of an orderly administration of registration of resident and civil registration, particularly in the environment the Government of DKI Jakarta, as well as for the community as a user direct services. The Government is obliged to provide official identity to its citizens which will further facilitate citizens in taking care of the daily needs in various fields because according to law mandate that residency data one utilized as a basis for other public services. In order to improve the quality of public services in a sustainable way, then be evaluated against the Organization of the public service by using the activities of Satisfaction Survey conducted by the Department of population and Logging the Civil Province of DKI Jakarta element whose value is still less well i.e. the handling of complaints, product suitability, timeliness of service, convenience and quality requirements for facilities and infrastructure. The presence of organizers such as the registration of population and activities of civil registration carried out by the Office of population and civil registration DKI Jakarta in General is very important for the life of the community, because since one's birth until his death, is inseparable from the needs of the population and civil registration documents. Service of population and civil registration services is fundamental. A product of population and civil administration as ID card, birth certificate, Family Card, and others became a requirement for basic services and public services. This research aims to find out how the quality of the service of the administration of the population and give input to the service of the population and civil registration DKI Jakarta in order to improve the quality of service of the administration of the settlement.

Keywords—the public service; the quality of service; the administration of the settlement

I. INTRODUCTION

Regional development in Jakarta in fact specifically are community development Jakarta, Indonesia society in General and that includes aspects of life and dimension in order to realize a fair and prosperous society. Therefore, the whole dimension of population became important in sustainable

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The public service is carried out in the framework of the efforts of the fulfillment of the needs of the community as well as in the framework of the implementation of the provisions of the legislation. As users of public services, society surely have hope to the Government to get a good public service. The granting of public services by the Government apparatus to society is an embodiment of the function of the State apparatus as well as the man of the community of Nations. The real embodiment of the State apparatus in carrying out tasks and functions is reflected in how they organize public services.

II. THE PROBLEMS

In order to improve the quality of the public service on an ongoing basis, be evaluated against the holding of public services i.e. Department of civil registration and settlement Jakarta, then conducted a survey of satisfaction of society to knowing the performance population and civil registration services to communities that have received service. With this in mind the magnitude of the community satisfaction index survey and some aspects of a service that is already good and the aspects of service that need to be improved performance.

A survey conducted in DKI Jakarta Province, one of which was carried out at the level of service unit 7 Subdistricts. The result is the highest Neighborhood community satisfaction index Pulau Kelapa (87.00), while the lowest was administrative village Pegangsaan Dua (78.92).

From around the Neighborhood, and infrastructure elements whose value is still less well only 1 item, i.e., facilities and infrastructure. Each of the wards, two elements whose value is still less well, except Wards Pegangsaan Two (there are 5 elements that are still less well) i.e. the handling of complaints, the suitability of the product, timeliness of service, and the quality of infrastructure.

The residency documents such as Electronic ID CARDS, family card, and birth certificate mandatory owned by residents of Indonesia. The residency documents it had the force of law that are binding in the civil code for its owners. For example, a

birth certificate indicating relationship of civil liability of owners of deed with her parents, so the deed-a deed to another. The ownership of this document in addition to the legal power, it can also be used to obtain the basic social services that are needed in everyday life. While for the Government, the ownership of the residency documents useful in conducting the activities of administering the population based on legal rights and strengthening the population database.

The research reports based on the data, specifically on Tanah Abang Subdistrict in the may data as follows:

TABLE I. THE MATCHING AND RESEARCH RECAP NIK HAS YET TO RECORD A KECAMATAN TANAH ABANG 2018

Number	District and Cities	Village	The Number of Residents who have yet Record A	The Number of Mandatory Electronic Resident Cards Sign	The Percentage
1	Tanah Abang, Central Jakarta	Gelora	144	3.119	4,62%
2	Tanah Abang, Central Jakarta	Bendungan Hilir	1.079	20.559	5,25%
3	Tanah Abang, Central Jakarta	Karet Tengsin	612	17.262	3,55%
4	Tanah Abang, Central Jakarta	Petamburan	1.662	30.649	5,42%
5	Tanah Abang, Central Jakarta	Kebon Melati	1.778	29.988	5,93%
6	Tanah Abang, Central Jakarta	Kebon Kacang	1024	20.410	5,02%
7	Tanah Abang, Central Jakarta	Kampung Bali	533	11.142	4,78%

Prepared From The Database Service Of Population And Civil Registration

From 7 subdistricts of Tanah Abang, then retrieved information percentage of most Villages have not yet recorded on the village the ID Number Kebon Melati 5.93%, while the littlest village Neighborhood is the Gelora (4.62%).

Yet the number of the parent population record resulted in the civil rights of the citizens cannot be met. Since one of the

keys to access the basic services is an electronic ID CARD. Establishments/institutions of the State, private or other public activities now requires the use of the electronic ID CARD, such as banking, immigration, police, education, health and others.

TABLE II. PROGRESS SCOPE OF OWNERSHIP DEED OF CHILD BIRTH PROVINCE OF DKI JAKARTA

Number	Village	Data from the Ministry of Internal Affairs PER DECEMBER 2018				
		The Population of the Age of the Child	JML Ownership Deed Born	Percentage	Target 2018	Description
		Total	Total			
1	Kampung Bali	4.560	3.569	78,27%	88%	9,73%
2	Kebon Kacang	7.952	6.648	83,60%	88%	4,40%
3	Kebon Melati	13.209	9.686	73,33%	88%	14,67%
4	Petamburan	14.067	10.737	76,33%	88%	11,67%
5	Karet Tengsin	7.561	6.337	83,81%	88%	4,19%
6	Bendungan Hilir	7.677	6.153	80,15%	88%	7,85%
7	Gelora	1.126	905	80,37%	88%	7,63%
Tanah Abang		56.152	44.035	78,42%		

Prepared from the consolidated Data Kemendagri

Based on that data to see that the village close to the ownership of a birth certificate is a Karet Tengsin Village (83.81), while the lowest in villages close to the birth certificate is a Kebon Melati Village (73.33).

With the achievement of business targets yet ownership birth certificate makes the citizens could not get their due in the fields of education, health, basic services and other public services, as the birth certificate used as one of the requirements other public services such as in the manufacture of certificate of good conduct, passport, applying for a job, entering school, marriage, scholarships and others are required to attach a i.e. a birth certificate.

Service of population and civil registration services is fundamental. A product of population and civil administration as ID card, birth certificate, KK, and others became a

requirement for basic services and public services. For example, in Membership Social Security Governing for newborn child requires an existing Card in the ID Number. In the registration of New Learners school requires to attach the birth certificate. In banking management, immigration and police need to be able to get electronic ID CARD service.

The presence of organizers such as the registration of population and activities of civil registration carried out by the Office of population and civil registration DKI Jakarta in General is very important for the life of the community, because since one's birth until his death, is inseparable from the needs of the population and civil registration documents.

III. FORMULATION PROBLEM

Look at the background of the above problem this research would like to know how the quality of service of the Civil population and Administration in an environment of Tanah Abang Subdistrict, Central Jakarta?

IV. THE PURPOSE AND BENEFITS OF RESEARCH

The purpose of this research is to know the quality of service of the Civil population and Administration in an environment of Tanah Abang Subdistrict, Central Jakarta.

A. Benefits Against the Interests of the Academic

Research results are expected to contribute towards the development of the science of Administration Development in particular regional development Management related to the quality of service of the administration of population and civil registration.

B. The Practical Benefits

Results of the study are expected to provide input and open insight for population and civil registry Office Jakarta, especially Office of population and civil registry Central Jakarta in order to improve the quality Administrative service civil registration in the population and environment of Tanah Abang Subdistrict, Central Jakarta.

V. LITERATURE

A. Local Governments

Regional autonomy according to law No. 23 of 2014 about local government is a right, authority, and obligation of autonomous regions to set up and take care of her own affairs of Government and the interests of the local community in accordance with the legislation.

So the Government is conducting the Affairs of Government by local governments and the regional House of representatives according to the principle of autonomy and assistance with the principle of autonomy in the system and the existence of the principle of the unitary State of the Republic of Indonesia as stipulated in the Constitution of the Republic of Indonesia Year 1945.

B. The Public Service

The definition of public services according to KEPMENPAN Number 63/KEP/M. PAN/7/2003 Year 2003 about the guidelines of the Organization of the public service are all activities carried out by public service providers in order fulfillment the needs of service recipients as well as the provisions of implementing the legislation.

C. The Quality of Public Services

According to Morgan and Murgatroyd, the quality is the totality of features of a product services that bears on its ability to satisfy given needs [1]. This means that the quality is exceptional forms of production or services that have the ability to satisfy the needs of the community.

Goetsch and Davis concluded that the quality of service as a dynamic condition that relate to the products, services, people, processes and environments that meet or perhaps even exceed expectations [2].

Service quality measured from the 5th dimension, namely Tangibles Reliability, Responsiveness, Assurance, and Empathy [3].

D. Settlement Administration

The administration of population according to Act No. 23 of 2006 Year Population Administration article 1 paragraph (1) is a series of activities of structuring and reform in publishing documents and data on population through registration of the population, civil registration, settlement and administration information management utilization results for the service of residents and other sectors [4]. The administration of the settlement as a system is expected to provide fulfillment of administrative rights, such as the public service and the protection regarding documents on population, without any discrimination.

VI. KEY CONCEPTS

In accordance with the title of the research quality of Service Administration Registration in the population and environment of Tanah Abang Subdistrict, Central Jakarta, who became a key concept in this study is:

- The Ministry of Population Administration is structuring and reform activities in publishing documents and Data on population in Tanah Abang Subdistrict Environment through registration and civil registration.
- The registration of Inhabitants is the recording of personal information of residents, recording over the reporting of events and the publication of documents of the Settlement Population in the form of an identity card or certificate of residence in the neighborhood of Tanah Abang Subdistrict
- Civil registration is the recording of significant events experienced by a person in the register of civil registration in the service of the administration of the Settlement in the neighborhood of Tanah Abang Subdistrict

VII. RESEARCH QUESTIONS

- How is the quality of the registration of residents in Tanah Abang Subdistrict Environment Jakarta Center in terms of Tangible Aspects, Aspects of Reliability, Responsiveness Aspects, Aspects Assurance and Aspects Empathy?
- How is the quality of the civil registry in the neighborhood of Tanah Abang Subdistrict, Central Jakarta City Administration in terms of Tangible Aspects, Aspects of Reliability, Responsiveness Aspects, Aspects Assurance and Aspects Empathy?

VIII. RESEARCH METHODOLOGY

In order to answer the question of research and formulation of the problem of the quality of service of the administration of the Settlement in the neighborhood of Tanah Abang Subdistrict, Central Jakarta City Administration, the methods used in this research approach qualitative, using methods of case studies (case study) descriptive, i.e. trying to explore a case or phenomenon and try to get information that is as complete as possible about the quality of the Population in an environment of administrative service Sub District Tanah Abang, Central Jakarta through in-depth interviews and data collection as well as to involve a wide range of information sources.

IX. DATA

A. Methods of Data Collection

- In-depth interview
- Observation guidelines
- Examination of documents

B. The Data Source

- Primary data
- Secondary data

C. Data Processing Procedure

Stages/procedure processing is as follows:

a. Classifying the material Data

- Recording of the interview
- Note field (interview/observation)
- Image location research
- Secondary data
- Photographs

b. Classifying based on the units studied symptoms (grouped according the research question/variable sub)

c. Process Data based on the interconnectedness of the component units of the symptoms in the context of the focus problems

d. Overall and systemic description of the linkages between the units of the symptoms.

X. OVERVIEW OF THE OFFICE OF THE POPULATION ADMINISTRATION SERVICES IN THE WARD DISTRICT OF TANAH ABANG CITY CENTRAL JAKARTA

The subdistrict of Tanah Abang is one of eight sub-districts located in the central Jakarta administrative district. Geographically located at 1600.48'. 66 "East longitude and 60.2 ' . 12" South latitude. The soil surface is relatively flat, located 2.60 meters above sea level, traversed several large and small rivers such as Flood Canal, Cideng River, and Krukut River.

Tanah Abang is a sub-district of Central Jakarta administrative area, DKI Jakarta province. The subdistrict of Tanah Abang consists of 7 villages, such as the Bendungan Hilir village, Karet Tengsin Village, Kebon Melati village, Kebon Kacang Village, Kampung Bali Village, Petamburan Village, and Gelora Village.

Based on the recapitulation of the population and its density, until December 2017 subdistrict Tanah Abang has a total number of male CITIZENS of 91.930 people, Indonesia female gender as many as 88.016 inhabitants, and FOREIGNERS as much as 148 to the population of the Tanah Abang is 180.094 thousand inhabitants with an area of 9.31 km² and a density of 19,344.15 people/km². The number is scattered in 7 Villages, 61.779 family, and 133.129 the obligatory soul of Electronic resident sign Cards spread in 67 residents and 724 neighbor.

Based on the recapitulation of the population and its density, until December 2017, the village Kebon Melati has a population of 41.223 thousand people with a density of 32.813 people/km². Kebon Kacang village has a population of 26.908 thousand people with a density of 37.898 people/km². The village of Bendungan Hilir has a total population of 26.892 with a density of 17.003 people/km².

XI. RESEARCH RESULTS

Resident registration: Recording of the reporting of population events includes: Family Card, electronic Resident ID card, moving in, and moving out and recording of reporting of important events between the following: birth & Death.

A. Dimension Tangible

Changes and improvements to improve the quality of public services quality needs to be done. Services, facilities and infrastructure is one aspect that must be improved because it plays an important role and affects the quality of service. With the fulfillment and the complacent of facilities and infrastructure can provide satisfaction and comfort for the community.

Research done in Kebon Kacang Village in the administration service of population judging by the tangible aspect, has a room area of 5x4 m² with the number of Personnel service 3 people. There is a service desk, chair and electronic Resident card recorder and chair for the waiting service. In Kebon Kacang Village, the front office room and back office was completed in a separate room. Quality measurement of the population administration services in the subdistrict of the district land from the dimension Tangibles indicator appearance of officers wearing uniforms according to the day and uniform given by population and Civil Registration City of Central Jakarta administration. This can be seen from the information of residents who served and responsible service in the village that said that judging by the appearance, officers are neat, the dress uniform.

Judging from the comfort aspects of the place to do the population administration services, that in the village Kebon Kacang found the room temperature of service feels hot, it is due to the existence of one air conditioner that does not work.

In addition, there is often a power outage due to electrical packaging is greater than electrical power. This was evident when researchers made observations and at the time, the electrical panels dropped, and had to turn off some electronic devices such as air conditioning before re-raising the power panel down. Known from the information of the village officers, the power in Kebon Kacang Village about 25,000 watts. With frequent death the electricity resulted in uninterrupted service.

Judging from the service room, it seems that the service room is quite clean. There is no trash and has been supplied trash in the room. From the Bleunder observation that the room is clean every morning and evening. It has been compiled schedules from staff workers and public facilities to clean room service in the morning and evening.

The waiting room is also equipped with a seating area for the residents to be served. According to the responsibilities of the service, the number of seats provided is enough to accommodate the people who are dating, if the service is solid, and there is a resident who stood not get a seat, then the other chair added. Some people are interviewed, they never can sit while waiting to be served because the room is full and can no longer be added to the chair. Based on the information from the residents who are waiting to be served, said that the service room in Kebon Kacang Village is considered small so that if crowded hours, it feels crowded. From the lighting side according to some of the citizens and the officers interviewed, it is said that the service room is dim, less bright. There is also no television available for residents to see when waiting to be served. For people with special needs, there is a ramp for people who use wheelchairs but do not have wheelchairs.

Based on the observation of the toilet condition, there are puddles on the floor, not all toilets can be used because compressed. Although it is known that every morning and evening toilets are given by officers but the toilet is dirty and smelly.

The village of Kebon Melati has a large service room. There are enough seats to accommodate the waiting citizens. A children's playground is available. Wheelchairs are also provided for citizens in need. Cold room temperature. There are television facilities provided for the people who are purple. The Toilet is also clean and fragrant. The parking lot available is less, so people who are dating sometimes cannot park.

In Kebon Kacang Village, the administrative Ministry of residence in the Village becomes the one with the space of the yard. According to the officer and the interviewed Citizen said that the place of service is less convenient because the room is narrow with many service tools such as computer, printer, recording device, coupled with the archive place, cupboard and desk clerk. It is also used to store archives.

Cleanliness of the service room is cleaned every morning and evening by employees of public facilities and facility. Also the toilet, be cleaned every day, looks clean and fragrant. Because it includes old buildings, dull color is visible in the toilet.

Based on observation, the waiting room has 2 seats length of 5 seats each. At the time of service was crowded, the waiting

room could not accommodate the number of citizens waiting called to be served, consequently they stood. Parking lot of the vehicle also looks full. The narrow land makes citizens who carry car difficulties or cannot even park.

B. Reliability Aspects

The maximum and fast service has become the community's demands to the apparatus in the works. The higher the need for service, the public to be skilled officers in working. Immediate, accurate and satisfactory service and timely, fast and thorough need to be done to improve the quality of service. To help residents in the service, in Kebon Kacang Village their officer which helps residents to be served. The officer qualified to the residents will take care of what service and directing must where for the service can be fulfilled.

In performing the service, the officer made a mistake, but immediately repaired it. Based on interviews in the family card, resident card, and the birth certificate and the death certificate, there are clear procedures for what requirements to fulfill, how the process is all in the standard of service. Judging from the capabilities and expertise of the officers in the use of AIDS in the service process, they are able to use tools such as computers, printers and recording devices.

Judging by the timeliness of the population administration services based on the Governor Regulation No. 110 year 2018 on the improvement of the quality of administrative services of the population of 1 hour or 1x24 hours, but the completion of 3 to 14 working days [5]. From the results of the study gained that the population administration services provided in addressing every public complaint, the accuracy of the process, reliable with a fairly easy procedure. Related service speeds are actually quite easy the origin of the community carries complete requirements required. There are some people who have not yet understood the requirements, for it needs socialization, the division of Left let or the provision of information on the bulletin board. So the completion of service is old or fast depends on the community itself. Often delays because the community carries a less complete file so it takes time to complete the service process.

C. Aspects of Responsiveness

The government's real proof of meeting the needs of people is to improve employee responsiveness. The services that are needed by the community today are officers who are responsive, response or sprightly in helping the community.

In observation and interviews, officers always respond to citizens who will take care of the population administration services. Always welcome and ask the new citizen what can be helped and will take care of what. They always try to do the service quickly, precisely, meticulously and the right time. If there is a complaint they will respond well and be able to solution. In the process of providing services, it is currently going to depleted the stock of the resident card mark, resulting in a long complaint of time to obtain a resident card. This situation is seen that the responsiveness aspect of the officers is good, with public communication and officers.

D. Aspect of Assurance

The collateral given by the officer to complete the birth certificate, the death certificate, and the move comes is 5 to 14 working days. For the family card management, the process is one day. As well as the resident token card service, if there is no network interruption or data and Blanko is available, then it can be resolved one day. For the move service can also be completed within one business day. In the creation of the birth certificate and death, the village received a file, then was forwarded by sent to the Sub-district for further processing. All services are dependent on the system and application; service can be given a guarantee time if there is a problem system officers cannot provide guarantees.

E. Aspect Empathy

The sense of care that officers give to the community to fulfill their needs is a form of empathy. Service organizers are charged always ready to meet the needs of service. Such circumstances create the creation of quality service.

In serving, officers apply smiles and greetings. Officers put the interests of the applicant with friendly service being polite and polite. Treating people with no discriminate and appreciating each applicant. Officers serve the public fairly, getting the same treat without distinguishing the social status.

Judging from the standard element of service, technically and administrative, the ease of requirements that must be met with the type of service is quite easy. There is a solution if the requirement cannot be supplemented by creating a statement letter. The system, mechanisms and procedures are also quite easy to understand, the procedure of service procedures that are standardised for the giver and receiver service is also easy.

Based on the interviews seen from the completion time, the timeframe required to complete the whole service process is quite timely. For the service of residents' card based on the availability of the resident card, which is the authority of the Ministry of Domestic Affairs. In the loading of birth certificate and death, it takes 3 to 5 working days because the production is done in Kecamatan. The newcomer service, it takes 5 to 14 working days, the process is done in the population service and civil registration.

For the conformity of costs and fees in the Residence administration services are free of charge. In terms of suitability service products with the results are appropriate. Ability, knowledge, expertise, skills and experience officers are able to implement well. Coupled with a friendly and polite attitude and behavior in providing service. Only the availability of information is lacking, service information does not exist.

In the handling of complaints/ complaints/ suggestions/ inputs regarding administrative services of the population, has been posted a complaint number and the number of officers responsible. The complaint was responded in a degree from Village, sub-district, mayor and

XII. CONCLUSION

Population Administration services in the district environment of Tanah Abang overall good. The area of 5x4 m² with the average number of officers between 2 to 3 people there are service desk, waiting room, recorder and resident card printer. Generally, not meet adequate service facilities in providing services to the community. The number of seats in the waiting room is less, the room is narrow, and the air conditioner does not function.

Regarding Reliability officers in handling service seen in terms of time and process of service, they are satisfied with the port because they are able to do the service. In terms of assisting the community in the ministry, there was communication between the society and officers. In responding to the community in service, officers have tried to do the service quickly, precisely, carefully with the appropriate service time.

From the warranty aspect, the officer has provided a guarantee of time in every process of service, ensuring that service is free of charge, as well as providing legality assurance in the service. Officers in the service do not discriminative, doing with courtesy with a friendly attitude.

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